

Shell U.K Ltd  
Shell Mex House  
LONDON  
WC2R 0DX

24th Janaury 1996

Mr & Mrs R Fox  
337 Wokingham Rd  
Earley  
READING  
Berks  
RG6 2EB

Tel; 01734 668051 Eve

Tel; 01734 391126

For the attention of Mr Files

Your Ref; UKLG / 11 / 7594F

Dear Mr Files,

Reference; Contamination at 337 Wokingham Road, Reading

Thank you for your letter of 21st December 1995. I have been asked by David Hair of Clayton Environmental Consutants for a copy of the video of the visual inspection to the above site, so that they may view it and complete their report. Would you kindly indicate when you will be in a position to forward a copy? Broken joints were observed, so I assume that the video will be accompanied by a full report from your experts, which will enable ours to comment.

Would you also advise me as to the method of payment that you offered to make to me in your letter of 30th November 1995, in the sum of £ 500.00 towards my consultants costs? This matter has now dragged on for some time amd my wife and I are anxious to resolve this long running problem and have our garden restored to a satisfactory condition in order that we may grow vegetation in it!

I look forward to your correspondence by return.

Yours faithfully



Mr R J Fox

Mrs S Fox

Ref.; Shell196

Shell U.K. Limited



Distribution Engineering  
Delta House  
Rowlandsway  
Manchester M22 5SB

From: ALICE JACQUES

To: MARTIN FILES, UKLG/11

Fax Number: 666 3441

Number of pages (including cover sheet): 1 + 1

To confirm or query this message call National: 0161-499-8103

International: +44 161-499-8103

Fax - National:

0161-499-8095

Fax - International:

+44 161-499-8095

8 February 1996

### READING SAMPLE LETTER

I attach your revised draft letter to Mr. Fox with some minor amendments suggested.

I can now advise that Gordon Lethbridge has seen the video and report of the drain and has confirmed his view that it is unlikely to have been the source of contamination that could have lead to inhibition of plant growth. He has not yet been able to confirm his dates for moving house, but is still counting on being away from 19th February to 4th March.

I have discussed the letter with John Brown who is happy for it to be sent. Alan Adams has also seen the attached and is happy for it to be sent out.

Regards,

Alice Jacques

'This fax may contain confidential information and may also be legally privileged. If you are not an intended recipient, named above, please notify us immediately. In the event, you should not copy or use the fax for any purpose, nor disclose its contents to anyone.'



# Shell U.K. Limited

Legal Division



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our ref UKLG/11/7594F

your ref 9 February 1996

Dear Mr and Mrs Fox

## READING TERMINAL AND 337 WOKINGHAM ROAD READING

Further to my letter of 25 January, I can now write to you fully.

I enclose a copy of the CCTV Drainage Survey Report and the accompanying video as requested. You will see from the report and the video that whilst two of the joints in the drain are slightly open, the drain is not materially damaged and is generally in good condition. We have referred the report and video to Dr Gordon Lethbridge of Shell Research who is a specialist in plant toxicology and site assessment techniques. Whilst we do not consider it likely that the condition of the drain could have led to plant growth being inhibited by contamination we would like Dr Lethbridge to be able to visit your garden to ascertain what, if any factors, might give rise to the inhibition of plant growth.

Following his visit I would let you have our view, if you still have concerns we would propose a sampling strategy to compare soil quality in areas of good and poor growth in your garden to try and ascertain the substances inhibiting plant growth.

Would you please let me know if these proposals are acceptable. I will then make the necessary arrangements with Dr Lethbridge and our engineer Ms Alice Jacques to contact you and arrange a suitable date and time.

If you will let me have the invoice for £500 from Clayton Environmental addressed to Shell U.K. Limited I will arrange for its payment.

As I have pointed out previously the Company does not consider that it is responsible.

This letter and its enclosures are sent without prejudice to our view that Shell is not responsible for the problems you have alleged and without admission of liability. Our proposals for dealing with the matter are put forward on the same basis.

Yours sincerely

Martin Files  
Solicitor



Shell U.K Ltd  
Shell Mex House  
LONDON  
WC2R 0DX

16th February 1996

For the attention of Mr Files

Your Ref; UKLG / 11 / 7594F

Dear Mr Files,

Reference; Contamination at 337 Wokingham Road, Reading

Thank you for your letter of 9th February 1996 and the enclosed video tape and report from Medalrose. You seem to have missed their recommendation for the repair of the broken joints. Would you please fax written details of this to my office on 01734 507259?

Clayton Environmental Consultants are preparing their report on their findings. Perhaps it would be appropriate to view its contents? Then, I feel, a meeting with Dr Lethbridge would be the correct course of action to follow. We hold your company fully responsible for the contamination in our garden and will be seeking the full restoration of costs from your company and compensation up to date.

Yours faithfully



Mr R J Fox

Mrs S Fox

Copy to : D Hare, Clayton Environmental Consultants

Ref.; Shell296

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*✓ sent*



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your ref

26 February 1996

Dear Mr & Mrs Fox

## **CONTAMINATION AT 337 WOKINGHAM ROAD READING**

Thank you for your letter of 15 February.

I am getting instructions on the point made in the first paragraph of your letter and await hearing from you further on the second paragraph.

As on previous occasions I must point out that the Company does not consider itself responsible for the problems you have experienced with your garden and this letter is written without prejudice to that contention and without admission of liability.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M H Files', is written over the typed name.

M H Files  
Solicitor



# Shell U.K. Limited

Legal Division



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our ref UKLG/11/7594F

your ref RF080

10 June 1996

Dear Mr & Mrs Fox

## CONTAMINATION AT 337 WOKINGHAM ROAD READING

Further to my letter of 29 May, I enclose a File Note which addresses the concerns that your Consultants, Clayton Environmental had in relation to the proposed sampling.

Attached to it are details of the personnel at Wilkinson Associates who would deal with the matter to deal with point number 14 in Clayton's letter to you of 24 May.

I also attach a full set of these papers so that you can forward them to Clayton Environmental.

I should be grateful if you could come back to me to confirm that matters can proceed and I will then put in hand arrangements for dates to be agreed and matters taken forward.

As I have stated previously, this letter and the proposals and sampling to be carried out are without prejudice to Shell's contention that it does not consider itself responsible for any contamination which you allege in your garden and without admission of liability.

I look forward to hearing from you.

Yours sincerely

Martin Files  
Solicitor

Enc



# Shell U.K. Limited

Legal Division



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our ref UKLG/11/7594F

your ref RF101

17 June 1996

**WITHOUT PREJUDICE**

Dear Mr Fox

## CONTAMINATION AT 337 WOKINGHAM ROAD READING

Thank you for your letter of 14 June. I am in touch with our engineers and will be back to you.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Martin Files', is written over the typed name.

Martin Files  
Solicitor



# Shell U.K. Limited

Legal Division



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our ref UKLG/11/7594F

your ref RF080

1/2 July 1996

Dear Mr & Mrs Fox

## CONTAMINATION AT 337 WOKINGHAM ROAD READING

I attach in duplicate the response to Clayton's queries.

It has been suggested to me that Clayton should speak to our engineer, Ms Alice Jacques, Tel No. 0161 499 8103 so that the detail of the arrangements can be confirmed between them.

We can then organise a suitable date and get the sampling dealt with.

As I have stated previously this letter and the above arrangements are without prejudice to Shell's contention that it does not consider it responsible for any contamination which you allege in your garden and without admission of liability.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Martin Files', is written over a horizontal line.

Martin Files  
Solicitor

Enc



# Shell U.K. Limited

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our ref UKLG/11

your ref

24 October 1996

Dear Mr & Mrs Fox

## SHELL READING TERMINAL

I enclose a copy of this letter and its enclosures for you to pass on to Claytons.

Attached you will find a copy of a Soil and Groundwater Investigation report which is of a factual nature and covers the investigation carried out at your property.

Also attached is an interpretative report by Dr G Lethbridge of Shell's Thornton Research Centre.

I appreciate that you will very much be relying on the advice of your consultants in this matter so I will not go into great detail about the report other than to say that Wilkinson Associates' report provides analytical results for soil and groundwater sampling. In our view as you will see in Dr Lethbridge's conclusions there is no evidence of migration into your garden and that any concentrations present are insignificant. He indicates in the body of his report under the heading "Soil" that the rear garden figures are considerably less than beneath the tar macadam in the front garden as an indication of the situation.

I will of course leave you to discuss the matter with Claytons but we do feel having investigated the matter and considered the results that there is not a case for the Company to answer and there has been no migration of product and contamination of your garden. If you will let me have the account of Claytons I can arrange for it to be discharged. This would be dealt with and this letter is written on the basis that as you are aware we do not consider we have been the cause of any contamination of your garden and without prejudice to that contention and without admission of liability.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Martin Files', is written over the 'Yours sincerely' text.

Martin Files